



We are actively hiring for the following positions:

Call Center Technical Support – Ann Arbor-

Job Posting Info: CAE 1, Customer Technical Support (IP) Call Center Ann Arbor, Michigan

- The Technical Support Specialist (TSS) is responsible for receiving inbound calls from customers requiring technical assistance with cable, internet, or phone services. The TSS is responsible for improving customer satisfaction in a professional and courteous manner.
- High school diploma or GED required, call center experience preferred, and a strong understanding of internet, intranet, and computer operating systems.

Call Center Retention and Sales – Sterling Heights –

Job Posting Info: CAE 1, Cust Service (Retention)

- The Customer Account Executive (CAE) provides inbound telephone support to customers experiencing technical difficulties, equipment problems, billing issues, or service interruption.
- The CAE is responsible for improving customer satisfaction in a professional and courteous manner along with up-selling and cross selling additional Comcast products/services.
- High School diploma or GED required, previous call center preferred, and the ability to demonstrate exceptional customer service and sales.

Call Center –Inbound Sales – Plymouth-

Job Posting Info: Inbound Sales Executive, Plymouth Michigan #50115472

- The Customer Account Executive (CAE) for Inbound Sales is the Ambassador for Comcast and will assist customers with a variety of customer inquiries and issues.
- Recognizes, conveys, promotes, and sells products and service value. Remains up-to-date on products and services to ensure customer satisfaction and to maximize sales opportunities.
- Promotes and recommends Comcast products and services based on a logical relationship to the customer's needs and interests.

Payment Center Representative

Job Posting Info: Payment Center/Lobby Detroit, MI (55083840)-other locations available

- Responsible for assisting and servicing all incoming payment center customers in a prompt, professional manner by obtaining all information needed for resolution of transactions.
- Answers customer inquiries regarding billing and/or service problems.
- Receives and posts billing payments to customer accounts promptly.
- Processes equipment and updates customer account status upon receipt. Maintains an accurate account of cash draw assigned.
- Balances all cash receipts on a daily basis and follows proper cash-handling procedures at all times.

Account Executive Business Services

Job Posting Info: **Business Acct Exec 1, SMB Direct Sales - Brighton, MI (50116190) –other locations available**

- The Business Account Executive is responsible for acquiring new business customers (small to medium sized businesses) for Comcast Business Class internet, cable, and Digital Voice Services.
- BA or BS Degree preferred, 1 – 3 years of Business to Business Sales experience, proven track record of sales success.

Direct Sales Representatives

Job Posting Info: **DSR, Individual Direct Sales (Winback) - Sterling Heights, MI (55088267)**

DSR 1, Individual Direct Sales (WinBack) - Dearborn Heights, MI (50041342)

- The Direct Sales Representative is responsible for selling Comcast cable, high speed internet, and phone services **door to door** in residential neighborhoods. Responsible for increasing sales in designated areas to new residential customers and “winning back” former Comcast customers.
- High school diploma or GED required, proven track record of sales success with experience in overcoming objection, and the ability to work in all weather conditions.

We will be filling the following positions soon:

Warehouse Representative: **Openings coming in the near future**

- This entry level position is responsible for providing basic support of warehouse operations and inventory accuracy. Will be responsible for loading and unloading equipment from trucks and scanning equipment received into the inventory system.
- Previous warehouse experience a plus. Ability to operate a forklift preferred.
- High school diploma or GED required.

Dispatch/Fulfillment Representative: **Openings coming in the near future**

- Responsible for troubleshooting individual customer issues for the Company’s data, voice, and advanced video products.
- Facilitates resolutions with customers, field technicians, and other functional groups to resolve service issues to the satisfaction of the customer.
- Provides services as back-up or escalation for the Day of Install/Job (DOI/DOJ) team. Works with technicians during the DOI/DOJ installation/service process of all Company Lines of Business (LOBs) to ensure a successful installation and/or service call with our customers.
- High school diploma or GED required.

Installer/Communication Technicians-Detroit Metro Area: **Openings coming this Fall.**

- The Communications Technician will install and service all Comcast products including Digital Cable, Comcast High speed Internet, and Comcast Digital Voice.
- High school diploma or GED is required, prior installation experience is preferred, and a background in electrical, electronics, cable or construction is preferred.

Please Apply: www.Comcast.com/careers

Comcast is an Equal Employment Opportunity/Affirmative Action/Drug Free workplace employer.